TOTAL VISION CARE SMS PRIVACY POLICY TERMS & CONDITIONS

Program Description: By affirmatively opting in through one of the methods listed below, you agree to receive texts from Total Vision Care about your care and services. Providing a phone number alone is not consent.

Phone Call: If you schedule an appointment over the phone, our staff will ask for your consent to receive text messages for appointment confirmations and intake paperwork. Our staff records that we received verbal consent.

Online Intake Form: Our online intake paperwork will ask for you to select your preferred communication method. You can select the optional SMS consent checkbox to receive automated messages.

Paper form: If you prefer to complete your intake paperwork in the office, we have the same section for you to opt in by selecting the optional SMS consent box on our paper form.

Message Types: Messages may include appointment reminders, confirmations, scheduling updates, office notifications, account balance notifications, and other practice-related communications. Marketing messages will be sent ONLY if you separately opt in.

Message Rates/Frequency: : Message and data rates may apply. Message frequency may vary.

Save the Date: We send a text with a "save the date" link for your phone calendar

Appointment Reminder: 1 month before the appointment (appt)

Appointment Confirmation: 7 days before the appt we ask for you to "confirm"

2nd Appointment Confirmation: 3 days before the appt, we send one more request

Missed Appointment: If you miss an appt, we text once asking if you want to reschedule

Recall Reminder: If the Dr recommends a follow up or annual exam, we ask if you want our system to send you a "recall reminder" when you are due to be seen.

Balance/Statement Notification: After your visit, if you requested that we bill your insurance for services rendered, if your insurance applies a portion of the bill to you – we may send you a balance due text with a secure pay link.

Missed Call or General Messages: If you call the office and we are not available, we will text you the option to request a call back or communicate by text. Our number is textable through a secure app used by our staff to communicate with you.

Opt Out: Reply "STOP" at any time to unsubscribe from SMS messages. You will receive a confirmation message, and no further SMS messages will be sent unless you opt in again.

Rejoining: If you previously opted out and would like to receive SMS messages again, you may opt in by texting "START" or contact our office for assistance.

Help: Reply "HELP" for assistance, or contact Total Vision Care staff at 405-438-0504 or email info@totalvisioncareok.com.

Consent: Consent to receive SMS messages is not a condition of receiving care or services. We will not send marketing texts without a separate consent.

Carrier Disclaimer: Carriers are not liable for delayed or undelivered messages.

Privacy: See our Notice of Privacy Practices for our complete privacy policy. Mobile phone numbers and SMS consent will not be shared or sold to third parties or affiliates for their own marketing.